

# Child Care Licensing Systems Improvement Team

*June 11, 2014*



# WELCOME!

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Housekeeping, Agenda, Membership/Introductions

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# Setting the Stage & Context

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Meeting Goals & CCL Program

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# Meeting Facilitators

- **Rachel Sisson (Berroth)**

*KDHE Bureau of Family Health (BFH) Director  
Kansas Title V MCH Director*

- **Mary Murphy**

*BFH Administration & Policy Section Director*

- **Lori Steelman**

*BFH Early Care & Youth Programs Director*

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# Meeting Goals

1. Update the membership of recent CCL technology initiatives and efforts to increase customer service to providers and the public
2. Increase awareness of the importance of effective emergency preparedness planning in child care settings and identify ways to increase preparation efforts within the regulated community
3. Re-affirm the work the Systems Improvement Team and identify next steps that are consistent with CCL Program needs and Agency priority outcomes

# CCL Roles & Responsibilities

## Regulatory Responsibility

- Maintaining an effective regulatory program through the promulgation of basic health, safety, and care standards for the operation of child care facilities
- Conducting initial and annual inspections and complaint investigations, notifying the provider in writing of the noncompliance found, and giving the provider an opportunity to reach and maintain compliance

## Responsibility for Compliance

- The ultimate responsibility for compliance at all times lies with the licensed child care provider.

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# KDHE Child Care Licensing (CCL) Initiatives

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History & Updates

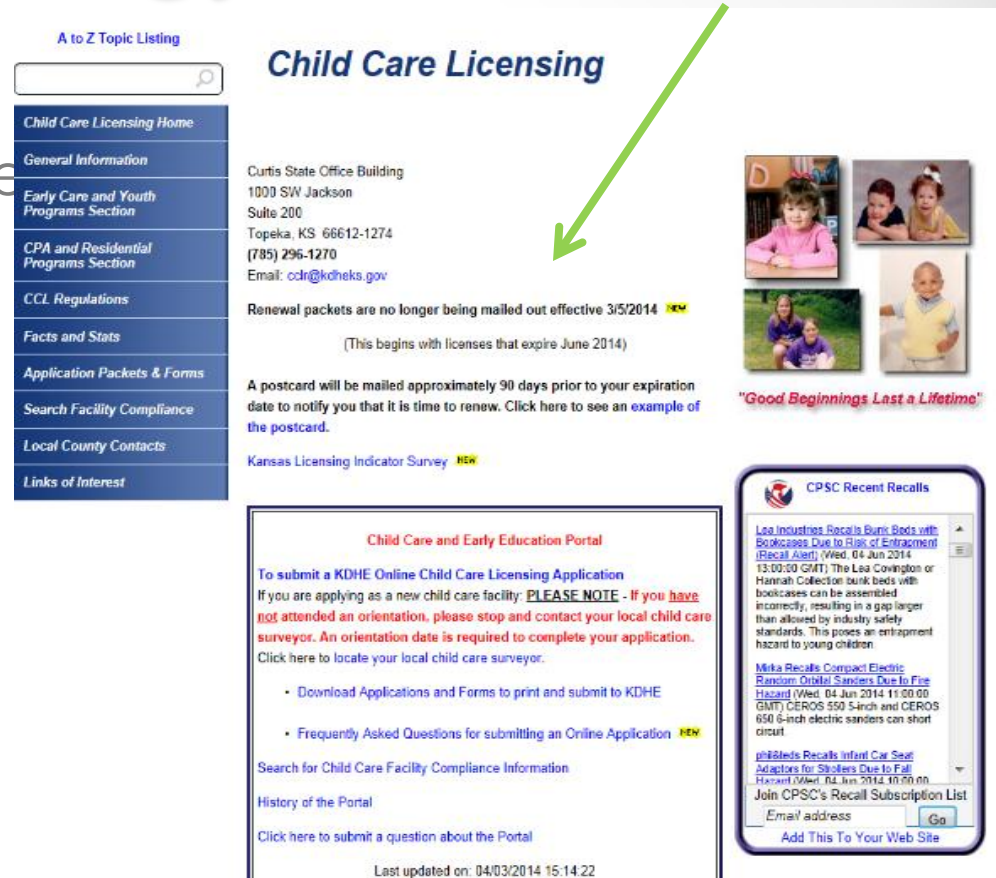
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# CCL Technology Initiatives

1. Child Care & Early Education Portal: Online Provider Application
2. CLARIS Inspection Module
3. Online Information Dissemination System
4. KS Licensing Indicator System



**Child Care Licensing**

A to Z Topic Listing

Child Care Licensing Home

General Information

Early Care and Youth Programs Section

CPA and Residential Programs Section

CCL Regulations

Facts and Stats

Application Packets & Forms

Search Facility Compliance

Local County Contacts

Links of Interest

Curtis State Office Building  
1000 SW Jackson  
Suite 200  
Topeka, KS 66612-1274  
(785) 296-1270  
Email: [ccltr@ksdheks.gov](mailto:ccltr@ksdheks.gov)

Renewal packets are no longer being mailed out effective 3/5/2014 **NEW**  
(This begins with licenses that expire June 2014)

A postcard will be mailed approximately 90 days prior to your expiration date to notify you that it is time to renew. Click here to see an [example of the postcard](#).

Kansas Licensing Indicator Survey **NEW**

**Child Care and Early Education Portal**

To submit a KDHE Online Child Care Licensing Application

If you are applying as a new child care facility: **PLEASE NOTE** - If you **have not attended an orientation, please stop and contact your local child care surveyor. An orientation date is required to complete your application.**

Click here to locate your local child care surveyor.

- Download Applications and Forms to print and submit to KDHE
- Frequently Asked Questions for submitting an Online Application **NEW**

Search for Child Care Facility Compliance Information

History of the Portal

Click here to submit a question about the Portal

Last updated on: 04/03/2014 15:14:22

**CPSC Recent Recalls**

Lea Industries Recalls Bunk Beds with Bookcases Due to Risk of Entrapment (Recall Alert) (Wed, 04 Jun 2014 13:00:00 GMT) The Lea Covington or Hannah Collection bunk beds with bookcases can be assembled incorrectly, resulting in a gap larger than allowed by industry safety standards. This poses an entrapment hazard to young children.

Minka Recalls Compact Electric Random Orbital Sanders Due to Fire Hazard (Wed, 04 Jun 2014 11:00:00 GMT) CEROS 550 5-inch and CEROS 650 6-inch electric sanders can short circuit.

Philabeds Recalls Infant Car Seat Adapters for Strollers Due to Fall Hazard (Wed, 04 Jun 2014 10:00:00 GMT)

Join CPSC's Recall Subscription List

Email address

[Add This To Your Web Site](#)

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# Online Child Care Licensing Application

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# Online Provider Application

- Available via the [Child Care and Early Education Portal](#)
- Product of a joint DCF-KDHE technology initiative originally known as the Customer and Provider Portal (CAPP) project
- Several features to highlight DCF/KDHE programs and streamline applications
  - Access online 24/7
  - Online payment; no paper or mailing required
  - Option for providers to enroll with DCF
  - Reduced processing time for a Permit/License
- [“How to”/help site](#) developed for providers
- Piloted January 2013 (15 participants)
- Launched March 2013

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# Online Provider Application

- Application and background check status available

Zip Code: 66612

**KDHE License Information**

Phone Number: (785) 296-1270

Email: demoSAP@cdr.kdhe.ks.gov

License Number: 0500254002

License Capacity: 65

Effective Date: 3/24/2014

Renewal Date: 2/28/2015

Facilities

**Affiliates**

Query

	Last Name ▲▼	First Name ▲▼	Middle Name ▲▼	Suffix ▲▼	Affiliate Effective Hire Date ▲▼	Affiliate Role ▲▼	Background Check Status
>	Administrator	Amber	Alicia		2/18/2014	Owner/Operator - Individual	Pending
>	Director	Danae	D		2/19/2014	Program Director	Cleared
>	Owner	Second	Individual		2/18/2014	Owner/Operator - Individual	Cleared

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# Online Provider Application

- Steady increase of initial online applications
- Renewals remain steady between 30-37%
- Utilization data: January – June 2014

	Online	Total Apps	% Online
Initials	164	337	49
Renewals	700	1,870	37
Total	864	2,207	39

***Discussion: How can the online application be promoted to support the provider's application process?***

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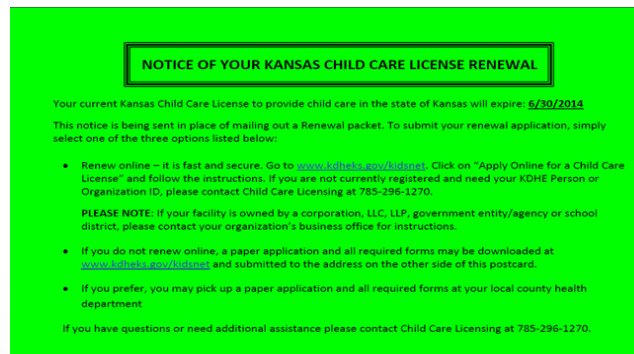
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# Customer Service

## Renewal Postcard

- Replaced the renewal packet beginning May 2014 (August renewals)
- Program savings = \$2.22 per provider
  - Postcard: \$1.28 to print and mail
  - Renewal Packet: \$3.50 to print and mail



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# Customer Service cont...

## Provider Input

- Random telephone survey for providers applying on paper vs. online
  - Purpose: Determine why the online application was not utilized
  - Initiated May 2014
  - Results: #1 reason - provider's comfort using the computer/submitting online
- Online survey for providers submitting online to:
  - Apply for an initial license
  - Renew the existing license
  - Modify the facility affiliates
- Results will be reviewed to enhance the system, improve processes and customer service

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# Customer Service cont...

## Live Go to Webinar For Providers

- Titled: “How to Apply Online”
- Promoted through health departments and Resource & Referral Agencies
- Registration through [KS-TRAIN](#)
- Several dates scheduled
  - June 5 (14 registered)
  - June 19
  - July 10
  - July 22



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# “How To” Videos Available Online



Portal Overview and Navigation Tips (pdf)

Video Transcript (pdf)



Online Renewal Application Instructions (pdf)

Guides you through submitting a renewal application. Renewal applications may be submitted online up to 90 days before the renewal date (expiration date printed on the license). Owners renewing are required to enter the person or organization ID number provided by KCHHS in the renewal packet.

Video Transcript (pdf)



Online Initial (New) Application Instructions (pdf)

Guides you through submitting a new application: new/initial, changing owners, changing program type (CFC), licensed day care home (to group day care home), existing facility moving to a new location. Review licensing options and requirements for programs on the Child Care Licensing website.

Video Transcript (pdf)



Modify Affiliates Instructions (pdf)

Guides you through modifying affiliates (adding, removing and updating any person 10 years of age or older residing, working or volunteering at the facility). Regular renewed affiliates be submitted to KCHHS as part of any new or renewal application. New affiliates must be submitted within one year. Affiliate updates may be made at any time throughout the year.

Video Transcript (pdf)



**Discussion: What other services could be reviewed based on input? What are other ways to solicit input from providers and the public?**

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# CLARIS Inspection Module (CIM)

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# CIM: Online Inspections

- Project resulted in on-site surveys conducted via the web-based CLARIS system through use of mobile technology (tablet, mi-fi, printer/email)
- Rollout started November 15, 2011, and involved five counties in the east/southeast regions
- Statewide implementation was complete by February 2012
- During SFY13, surveyors conducted 7,534 inspections

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CLARIS Web Application

Generic List Child Record Staff/Residents Terms of Licensing Narrative Collateral Contacts Images  
 Survey **Master List** Summary Consultations Enforcement NOSF Letters Associated Complaints Facility

**TEST**

**Facility Summary:**

Facility Name :	Case Number :	Program Type :
CIM Training and Testing Day Care Home	0069264	Licensed Day Care Home

**Survey Summary: 11-010076** [Edit]

Survey Reason:	Surveyor Name:
To conduct the initial survey	cimUserSup

**Survey Master Regulatory Reference List** [All] [Compliance] [Non-Compliance] [Unanswered]

223 records were found.

#	Survey Question	Indicator	Links
K.S.A. 65-530	Smoking is prohibited inside the home when children are in care:	Unanswered	[Edit]
K.S.A. 65-516	No person known to be a prohibited person is residing, working or regularly volunteering in the home.	Unanswered	[Edit]
K.S.A. 65-513	Licensee understands that it is her/his responsibility to make changes or alterations provided in	Unanswered	[Edit]

**Facility Finder**

Facility Name :

Case Number :

**Find**

**Person Finder**

Last Name :

First Name :

Person ID :

**Find**

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# CIM Features & Benefits

- Online inspection for LDCH, GDCH, CCC/PS/HS for initial, annual, compliance surveys
- Eliminated the need for paper-based survey instruments and Notice of Survey Findings (NOSF)
- Supports electronic delivery of survey findings (pdf NOSF via email from CLARIS to provider)
- Enables availability of online compliance findings once survey is processed/released
- Data-driven improvements/enhancements to the Kansas licensing system/process

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# CIM Enhancements

- School Age Program (SAP) and Drop In Program (DIP) online inspection and findings
  - Implemented April 2014
  - Findings now available online
- Complaint module in development
  - Pilot tentatively scheduled for December 2014
  - Complaint Notice and documentation to be online
  - Findings to be available online

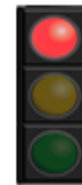
# CIM Enhancements cont...

## “Stop Light” Function

- Implemented April 2014
- Visual indicator for surveyors re: provider's compliance history with regulation
  - Red: cited at least 2 times during the past three years
  - Yellow: cited 1 time during the past three years
- Does not eliminate the required review prior to inspecting
- Appears on survey tab and master list (summary list of regulations cited)

## CIM Stop Light Function: Survey Tab

**(c) (1) Each staff member and volunteer counted in staff to child ratio and each program director has obtained certification in pediatric first aid and CPR as specified either before employment or volunteering or not later than 30 days after the date of employment or volunteering**



[\[Rationale\]](#)  
[\[Handouts\]](#)  
[\[Attach Picture\]](#)  
[\[View Picture\]](#)

☒ Compliance ☐ Non-Compliance ☐ Reviewed

Comments :

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# Online Information Dissemination System (OIDS)

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# OIDS History

- Lexie's Law (July 1, 2010) required KDHE to establish an [online information system](#) (K.S.A. 65-534)
  - Public, anonymous portal launched March 2012
  - Records returned through interface with CLARIS
  - Averages 1,900 “hits” per month
  - Provides the following information:
    - Licensee and license status/capacity
    - Survey and complaint history (3 years)
    - Administrative orders/enforcements (3 years)
    - Access to Kansas open records pursuant to Act
    - Supports decisions families make related to care
    - No display of address/telephone by default

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# OIDS Search Page



## The Kansas Department of Health and Environment

Sam Brownback, Governor - Robert Moser, MD, Secretary  
Curtis State Office Building, 1000 SW Jackson, Topeka, Kansas 66612

[Child Care Licensing](#)

[Open Records](#)

[Help](#)

[Contact Us](#)

### Child Care Licensing Program Online Facility Compliance Search

#### Search

Please enter all known information for the child care facility. For search tips and Frequently Asked Questions, [click here](#).

License Number	<input type="text"/>
Owner First Name	<input type="text"/>
Owner Last Name	<input type="text"/>
Facility Name	<input type="text"/>
Program Type	<div>Kindercare Please Select School Age Program Child Care Center Day Reporting School Age Program</div>
County	<div>Johnson</div>
City	<div>Overland Park</div>
Zip Code	<input type="text"/>
<input type="button" value="Clear"/>	<input type="button" value="Submit"/>

0047204

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# Child Care Facility Report

## Child Care Licensing Program Online Facility Compliance Search

[Print Page](#)

### Child Care Facility Report

<b>Facility Name:</b>	College Church Learning Center	<b>License Number:</b>	0047204-008
<b>Owner:</b>	College Church Of The Nazarene	<b>Program Type:</b>	Child Care Center
<b>Address:</b>	2020 E Sheridan St Olathe, KS 66062-0000	<b>License Effective Date:</b>	02/01/2014
<b>County:</b>	Johnson	<b>License Expiration Date:</b>	01/31/2015
<b>Telephone Number:</b>	913-489-6270	<b>Facility Status:</b>	Open
		<b>Maximum Capacity:</b>	235

#### Licensing Surveys [More Info](#)

Survey Number	Date of Survey	Survey Reason	Findings
13-001023	03/13/2013	Compliance Check	<a href="#">View Findings</a>
12-011960	01/24/2013	Annual Survey	<a href="#">View Findings</a>
12-011960	01/24/2013	Annual Survey	<a href="#">View Findings</a>
11-013028	11/16/2011	Annual Survey	<a href="#">View Findings</a>
11-013028	11/16/2011	Annual Survey	<a href="#">View Findings</a>

#### Complaint Surveys

Survey Number	Date of Survey	Survey Reason	Findings
No complaint survey records found.			

#### Administrative Orders Issued [More Info](#)

Number	Status Date	Type of Order	Reason	Status
No administrative orders found.				

#### What You Need to Know About This Report:

Information presented on this website is public record provided by the Kansas Department of Health and Environment (KDHE). The KDHE administers the child care licensing law and issues licenses for child care facilities. The main purpose of child care regulation is to protect the health, safety, and welfare of children receiving care away from their home.

"Maximum Capacity" represents the maximum number of children allowed on the premises of a child care facility. Maximum capacity for Day Care Homes varies depending on the number of adults present as well as the number and ages of children in care at any given time.

Links to the  
Notice of Survey  
Findings  
(violations and  
consultations  
cited during the  
survey)

Provides current  
status of an  
administrative  
order issued

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# “View Findings” Link

**Facility Name:** College Church Learning Center  
**Survey Reason:** Annual Survey

**License Number:** 0047204-  
**Date of Survey:** 01/31/2013

K.A.R. 28-4-437 Child care centers: outside area. (e) Outdoor play equipment shall be safely constructed and in good repair. Teeter-totters and merry-go-rounds designed for school-age children shall not be used for children under 6 years of age. Seats shall have canvas or soft rubber seats. Teeter-totters and merry-go-rounds designed for school-age children shall not be used for children under 6 years of age.

**Description: The plastic, yellow race car has a cracked seat that can scratch and/or pinch skin on the Toddler p**

K.A.R. 28-4-430 Health practices; illness and abuse; general health requirements for staff. (a) (5) Immunizations for each child shall be maintained on the child's medical record form. A record of each child's immunizations shall be maintained on the child's medical record form.

**Description: Two children's medical records are incomplete.**

K.A.R. 28-4-126 Health of persons 16 years or older in child care facilities. (b) (1) Each person regularly caring for children shall be examined by a physician or nurse practitioner no earlier than one year before the date of employment or initial application for a license or certificate of registration.

**Description: Health Assessment was not on file for 6 staff**

K.A.R. 28-4-126 Health of persons 16 years or older in child care facilities. (c) (1) Each person living, working or regularly visiting the facility shall be examined by a physician or nurse practitioner no later than 30 days after the date of employment or initial application, for a license or certificate of registration or not later than 30 days after the date of employment or initial application.

**Description: Negative TB test was not on file for 2 staff**

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# OIDS Enhancements

- Post-implementation “Child Care Facility Report” enhancements :
  - Distinguishing the regulation from description of facility noncompliance through use of bold text
  - Consultations are no longer viewable due to feedback that this was confusing and perceived as a violation
  - “Result” column under surveys was removed due to feedback that this was confusing
  - “Date Issued” column heading under enforcements was revised to “Status Date” to accurately reflect the status

# Kansas Licensing Indicator System (KLIS)

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# What is an indicator system?

*A licensing indicator system increases the efficiency and effectiveness of a licensing program by focusing the emphasis of the licensing process on rules most closely associated with regulatory compliance.*

# Kansas KLIS

**Outcome:** Achieve maximum protection and enforcement of foundational licensing standards within existing resources (made possible by CIM)

**Approach:** Contract with the National Association for Regulatory Administration (NARA) and key licensing indicator system experts

**Timeline:** November 2012 – January 2014



# Project Milestones

- **November 2012:** Contracted with NARA as the sole developer of the Kansas Licensing Key Indicators
- **January 2013:** Dr. Richard Fiene conducted an analysis of the KS CIM survey data  
**Sample: 482 CCC, 500 DCH records**
- **February 2013:** Licensing study completed  
**Results: 8 CCC indicators, 6 DCH indicators**

# Project Milestones cont...

- **May 2013:** Other regulations required for the indicator checklist identified
  - High-risk: 3 CCC regulations, 6 DCH regulations
  - Quality: 11 CCC regulations, 13 DCH regulations
  - Random: 5 additional regulations will be selected by CLARIS at random, and measured at the time of the survey
- **September 2013:** Policy completed  
*Criteria for Use of a Licensing Indicator System*
- **January 2014:** Pilot and implementation

# KLIS Process

1. **Identify eligible providers.** Not all providers are eligible for indicator inspections. Exclusionary factors are outlined in agency policy.
2. **Conduct an inspection** measuring compliance with the statistically-identified indicator regulations.
3. **Measure regulations identified at random** in addition to the statistically-identified indicator regulations. Additional regulations are identified at random as an added means of quality assurance.
4. **Expand the scope of the inspection if necessary.** Indicator inspections may become expanded or full inspections if violations are identified.

# System Functionality

- **1 Indicator** found in non-compliance: regulation subsection expands
- **2 Indicators** found in non-compliance: full survey conducted
- Significant non-compliance identified that is not part of the checklist can be added through the *Add Cite* function; this does not expand the survey

**Note:** Facility status may indicate a full survey vs. KLIS

- Pending complaint not logged in CLARIS
- Change in the primary provider or program director
- Other environmental issues or changes (not approved) as deemed appropriate by surveyor and KDHE

# Quality Assurance

- A full annual survey must be conducted every third year (KLIS no more than two years in a row)
- Use of the indicator system will not be announced to the provider in advance of the survey
- Indicators will be re-calculated every three years

# KLIS Data

January to May 2014

- 1727 annual surveys conducted
- 67% KLIS (1158)
  - 28% completed without extending
  - 32% extended within one KLIS regulation
  - 40% extended to a full survey

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# LUNCH

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On Your Own

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# Emergency Preparedness

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Presentation by Kansas Child Care Training Opportunities  
(KCCTO)

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# Emergency Planning

## Save the Children Report Card on Children in Disasters



STAY CONNECTED WITH  
SAVE THE CHILDREN



Donate Now

The Project • Community • Resources • Is Your State Prepared? • **Disaster Report Cards** • Training • Partners

## Is America prepared to protect its children?

### *Disaster Preparedness in America*

For the sixth year in a row, Save the Children has commissioned a state-by-state assessment of U.S. preparation and safety standards for children in child care facilities and in schools.

While progress has been made, still this year more than half the states fall short on preparedness. That's why we continue to work with national, state and local level policymakers to set standards that help minimize the risk and reduce the impact of disasters kids. And why we've created the **Get Ready Get Safe** initiative. Because you can never be too prepared for a disaster.

[Read the Report Card on Children in Disasters](#)

### TAKE ACTION

**Take the Pledge**  
Commit to protect kids

[Sign Now](#)

**Make a Difference**  
Purchase a bag at Toys "R" Us stores.

Save kids!



**Stay Informed**  
Receive action alerts

[Sign Up](#)

**Spread the Word**

SHARE



## Read the 2013 National Report Card on Children in Disasters

## 2013 NATIONAL REPORT CARD

The presidentially-appointed National Commission on Children and Disasters was formed after Hurricane Katrina and led by Save the Children. The commission's 2010 final recommendations included four state standards essential for basic disaster preparedness and safety in schools and child care facilities. Save the Children annually commissions research on regulations and child care licensing laws for all 50 states and the District of Columbia to determine how well-prepared child care facilities and K-12 schools are to respond to the needs of children in the event of disasters and emergencies. The number of states that meet all four standards has increased from four in 2008 to 22 in 2013.

Research was conducted by Steven Buckley Tucker and reflects action in relevant state administrative offices and state legislatures as of July 2013.

\* Regulations are under revision and a draft of the proposed regulations was reviewed and met criteria.

10

STANDARDS MET	STATE	EVACUATION/RELOCATION PLAN	FAMILY-COLORED REUNIFICATION PLAN	CHILDREN WITH SPECIAL NEEDS PLAN	K-12 MULTIPLE DISASTER PLAN
4	Alabama	*	*	*	*
	Arkansas	*	*	*	*
	California	*	*	*	*
	Connecticut	*	*	*	*
	Hawaii	*	*	*	*
	Kentucky	*	*	*	*
	Louisiana	*	*	*	*
	Maryland	*	*	*	*
	Massachusetts	*	*	*	*
	Mississippi	*	*	*	*
	Nebraska	*	*	*	*
	New Hampshire	*	*	*	*
	New Jersey*	*	*	*	*
	New Mexico	*	*	*	*
	New York	*	*	*	*
	Tennessee	*	*	*	*
	Utah	*	*	*	*
	Vermont	*	*	*	*
	Washington	*	*	*	*
3	West Virginia	*	*	*	*
	Wisconsin	*	*	*	*
	Wyoming	*	*	*	*
2	Arizona	*	*	*	*
	Delaware	*	*	*	*
	District of Columbia	*	*	*	*
	Illinois	*	*	*	*
	North Carolina	*	*	*	*
	Ohio	*	*	*	*
	Oklahoma	*	*	*	*
	Pennsylvania	*	*	*	*
	Texas	*	*	*	*
	Virginia	*	*	*	*
1	Colorado	*	*	*	*
	Florida	*	*	*	*
	Indiana	*	*	*	*
	Missouri	*	*	*	*
	Montana	*	*	*	*
	Nevada	*	*	*	*
	Rhode Island	*	*	*	*
	South Carolina	*	*	*	*
	Idaho	*	*	*	*
	Georgia	*	*	*	*
0	Illinois	*	*	*	*
	Mass	*	*	*	*
	North Dakota	*	*	*	*
	Oregon	*	*	*	*
	South Dakota	*	*	*	*
	Minnesota	*	*	*	*
	Michigan	*	*	*	*



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# Kansas Child Care

- Proposed, draft policy
- New and amended regulation(s)
- Online resources
  - Save the Children
  - Caring For Our Children
  - KDHE CCL

***Discussion: How can we further inform and support Kansas child care providers in preparing for an emergency situation?***

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# CCL Systems Improvement Team

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History, Reflection on Accomplishments, & Future Work

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# Systems Improvement Team

- Originally chartered in 2007 to advise the Department on improvements needed to redesign the system and standards of care
- Members appointed by KDHE Secretary Bremby
- Recommendations submitted to the Secretary in 2009 and 2010
- Serve in an advisory capacity to the Secretary/program
- Meetings are scheduled as needed

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# Highlights of Accomplishments

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# Future Work

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# Questions



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# THANK YOU!



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